



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Luk-ros Bungalow



Blackwood



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www.mychoicehealthcare.co.uk

The inspection visit took place on 08/07/2026

Service Information:

Operated by:	Homes of Excellence Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability, Provision for mental health
Registered places:	4
Main language(s):	English
Promotion of Welsh language and culture:	The provider makes an effort to promote the use of the Welsh language and culture or is working towards a bilingual service.

Ratings:



Well-being

Excellent



Care & Support

Good



Environment

Good



Leadership & Management

Excellent

Summary:

Luk-ros bungalow is situated in a quiet area with access to local amenities. There are 4 registered places at Luk-ros bungalow.

Well-being is excellent. People receive support that promotes dignity, respect and positive outcomes. Care staff work proactively with people, relatives and professionals to help individuals achieve their personal goals, including accessing holidays, increasing community involvement and developing confidence. Care staff provide meaningful opportunities that enhance well-being, promote independence and enable people to remain active participants within their communities.

Care and Support is good. People receive person-centred care from care staff who know them well and understand their individual needs. Care staff promote independence while protecting people from harm through effective safeguarding arrangements, positive risk management and regular monitoring. People receive support from trained and knowledgeable staff who manage medicines

safely and help them achieve meaningful and fulfilling lives.

Environment is good. People live in a welcoming, well-maintained environment that supports their safety, comfort and well-being. The service provides accessible indoor and outdoor spaces, including sensory environments that reflect people's interests and preferences. Ongoing improvements to the property demonstrate a commitment to enhancing people's experiences, independence and opportunities for engagement in meaningful activities.

Leadership and Management is excellent. The registered manager provides effective leadership and has identified opportunities to improve outcomes for people. The responsible individual (RI) Managers maintain strong oversight of the service through quality assurance, staff supervision and regular review processes. Staff described leaders as approachable and supportive, and the service promotes a positive culture of continuous improvement, person-centred practice and open communication.

Findings:



Well-being

Excellent

People are treated with dignity and respect. They are actively supported to identify and achieve their well-being goals with input from relatives, professionals and staff who know them well. People are supported to achieve their personal goals and access meaningful experiences, including holidays. During the inspection, one person was on holiday in Porthcawl, and another had recently returned from a holiday. These opportunities contributed to their well-being and enabled them to achieve an important personal outcome, as neither person had been on holiday for some time.

The manager works with relevant professionals to support people to re-engage with their local community after losing confidence in leaving the service. We saw effective partnership working with Adult Services to identify and implement appropriate measures in place to support the person achieve their personal outcomes. The manager has taken positive and proactive steps to support the person to build confidence, increase independence and work towards achieving this goal.

People are extensively supported to live well and achieve self-directed outcomes. The service has made environmental improvements to support an individual's well-being outcome. The service installed a permanent structure in the garden to accommodate a swing, enabling the person to use it throughout the year and in different weather conditions. The service fitted a specially designed door to provide protection from the rain. The interior features bright colours, varied textures and lighting, creating a stimulating environment and enhancing the person's sensory experience. These improvements have enhanced the person's well-being, increased their enjoyment and supported meaningful engagement in activities.

Staff support people to attend a range of clubs and community activities, including cooking clubs, music groups and local events. People attend activities that reflect their individual interests and preferences. These opportunities help people develop friendships, increase their confidence and maintain meaningful connections within their local community.

People plan co-produce and take the lead in activities of their choice with support from care staff. Each person has a well-being file that reflects their hobbies, interests and achievements. These files contain photographs of activities and experiences people have enjoyed, including seasonal events, holidays, visits to local attractions, artwork and shared meals in the garden. Staff record information alongside the photographs to describe the activity, the person's engagement and the impact it had on their well-being. This demonstrates positive outcomes and celebrates people's achievements.

The service promotes independence, choice and control through proactive risk management. Staff support people to access daily outings and trips using taxis and public transport, including buses

and trains. These opportunities encourage people to remain active participants in their communities, develop confidence and maintain their independence. People also receive support from advocacy services that visit regularly. Advocacy support helps ensure people's views are heard and influence decisions about their care and support.

Staff support people to communicate using their preferred methods, including communication cards, gestures, pointing, eye contact and hand guidance. Staff understand and respond to people's individual communication needs, enabling them to express their views and make choices about their daily lives. The service promotes Welsh language and culture through the celebration of Welsh traditions and festivities. Staff make use of everyday opportunities, including discussions about the weather, to encourage and develop Welsh language skills.



Care & Support

Good

People experience care and support from staff who know them well and understand how to keep them safe while promoting their independence. The service has appropriate safeguarding policies and procedures in place. Staff complete safeguarding training and understand their responsibilities to protect people from abuse, neglect and harm. Managers discuss safeguarding regularly during team meetings and supervision sessions, helping staff maintain their knowledge and awareness. The service user guide is available in an accessible format and provides clear information about who people can contact if they have any worries or concerns about their safety or well-being.

The service promotes strong safeguarding practice and a rights-based approach to care and support. Staff understand their safeguarding responsibilities and ensure appropriate legal safeguards are in place where required. Staff promote positive risk-taking and keep restrictive practices to a minimum wherever possible. We reviewed detailed risk assessments, regular reviews and comprehensive daily records, which demonstrated effective monitoring of people's well-being, health and independence.

Staff told us they feel well supported and have a clear point of contact for advice and guidance. Staff said they feel listened to and are confident in raising concerns when required. They also told us they feel confident in recognising and reporting safeguarding concerns, which helps ensure people remain protected from harm.

Staff receive appropriate training to support them in their roles, including specialist training such as percutaneous endoscopic gastrostomy (PEG) feeding where required. Training equips staff with the knowledge and skills needed to meet people's individual needs safely and effectively. During the inspection, staff told us they had received relevant training and felt competent to carry out their roles. The manager has plans to expand learning opportunities by increasing access to face-to-face training alongside online learning. This will further develop staff knowledge and skills and support the delivery of high-quality care and support.

Personal protective equipment (PPE) is stored, managed and disposed of safely and appropriately. These arrangements support effective infection prevention and control practices and help protect people and staff from identified risks.

The provider stores and manage medicines safely. People receive their medicines safely and consistently, which helps support their health and well-being. The management team is currently sourcing a new pharmacy provider to further strengthen medicines management arrangements and improve outcomes for people using the service.

People's rights, safety and well-being are protected while staff support them to lead meaningful, fulfilling and independent lives.

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Environment

Good

People experience a positive and welcoming environment. People can access the rear garden via steps or by using an accessible pathway that runs alongside the property and through a gate. The entry enables wheelchair users to access the outdoor space safely and independently. The garden contains a variety of real and artificial flowers, creating a vibrant and attractive environment.

The service has installed a permanent structure in the garden. The structure includes a swing surrounded by sensory features, including balloons, colourful decorations and brightly coloured walls. It also incorporates sensory lighting and sensory curtains. This bespoke space enables the person to access a preferred activity throughout the year and provides protection from both sunny and adverse weather conditions, including wind and rain.

The garden features a gazebo with seating, which people can enjoy during warmer weather. Water features provide additional sensory opportunities, and staff told us people enjoy using them. Staff have decorated a tree with a range of inflatable animals and sensory items to enhance the outdoor environment. The service has ongoing plans to develop and improve the area, demonstrating the service's commitment to providing an engaging and stimulating environment. Future developments include the creation of a butterfly garden and the installation of additional sensory lighting.

Overall, the outdoor environment is bright, welcoming and well maintained. People appear to enjoy spending time in this area. The flat and uncluttered outdoor space enables people to move around safely and independently. There is accessible pathway extends around the rear of the property. The service also provides suitable storage facilities and access to a washing line were also available, helping to ensure the environment met people's day-to-day needs".

People have access to a spacious and comfortable living room, which they use regularly. Musical equipment and other activities were readily available and accessible, encouraging engagement and meaningful activity.

People's bedrooms reflect their individual preferences and personalities through their choice of décor, furnishings and colours. The service provides equipment that meets people's assessed needs, including shower beds, wheelchairs and ceiling hoists. The service have adapted doorways appropriately to accommodate wheelchair users.

The kitchen appears to be clean, organised and clutter-free. We Observed people enjoying their meals together at the dining table in a relaxed and homely atmosphere.

The service utilises technology to enhance people's experiences and support their well-being. For example, they use Alexa devices to play music and audiobooks that reflect people's individual

preferences and interests.

The provider complies with relevant health and safety requirements. They complete regular servicing and maintenance of equipment and facilities and respond promptly to repairs. These arrangements help ensure people live in a safe environment that supports their well-being.



Leaders promote a positive culture that focuses on continuous improvement, accountability and achieving positive outcomes for people. The registered manager has identified opportunities to improve the service and enhance people's well-being and overall outcomes.

Managers provide staff with regular supervision and annual appraisal meetings. Records showed managers use these sessions to encourage reflective practice, discuss performance and identify opportunities for development. Staff also attend regular team meetings where they share ideas, discuss good practice and raise any concerns. Staff told us they feel comfortable speaking with managers and are confident concerns will be listened to and acted upon. These arrangements support a culture of openness and transparency.

The registered manager maintains effective oversight of the service. Managers keep clear records of accidents, incidents and safeguarding matters and use these to identify trends and monitor service quality. Robust recruitment systems help ensure staff are suitable to work with vulnerable people. We found all staff had completed Disclosure and Barring Service (DBS) checks and were registered with Social Care Wales.

The service operates effective systems for communication and information sharing. Staff use a read-and-sign process to confirm they have reviewed important updates, policies and care documentation. This helps staff maintain their knowledge of people's needs and preferences and promotes consistency in the support provided.

The service maintains records of compliments and complaints and uses feedback to drive improvement. Managers share positive feedback from relatives and professionals with staff. One relative told us, "*(person) is full of praise for all staff.*" Leaders actively seek the views of people, relatives, staff and professionals and use this feedback to inform service development.

The provider recognises and values staff contributions. Staff can receive monthly recognition awards and long-service awards for employment milestones. An annual awards ceremony celebrates achievements across the organisation and recognises excellence in care and support. These initiatives support staff morale and help create a positive working environment.

Staff consistently described the manager as visible, approachable and supportive. They told us they feel empowered to contribute ideas, raise concerns and participate in service development. Staff also spoke positively about the support they receive and the opportunities available to progress through qualifications and leadership pathways.

Each person benefits from the support of a designated key worker. Key workers complete monthly

reviews, which the manager evaluates to monitor progress and identify changes in needs, preferences or outcomes. Managers update personal plans accordingly and involve relatives in reviews where appropriate. These arrangements help ensure care and support remains person centred, outcome focused and responsive to people's changing needs and aspirations.

Areas identified for improvement

Where we identify **Areas for Improvement** but we have not found outcomes for people to be at immediate or significant risk, we discuss these with the provider. We expect the provider to take action and we will follow this up at the next inspection.

Where we find outcomes for people **require significant improvement** and/or there is risk to people's well-being we identify areas for **Priority Action**. In these circumstances we issue a Priority Action Notice(s) to the Provider, and they must take immediate steps to make improvements. We will inspect again within six months to check improvements have been made and outcomes for people have improved.

CIW has no areas for improvement identified following this inspection.

CIW has not issued any Priority action notices following this inspection.

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